



*Sutter Regional
Medical Foundation*

A Sutter Health Affiliate

With You. For Life.

Patient Guide

Solano Division

Important telephone numbers

*To make, cancel or reschedule an appointment with any
clinician*
707/427-4900 (7am to 7pm)

To leave a message for your clinician or an advice nurse.....
707/427-4900 (7am to 7pm)

To make a same day appointment with your clinician....
707/427-4900 (7am to 7pm)

*To make, cancel or reschedule an appointment at any of our
diagnostic imaging(radiology) locations.....*
707/432-2500 (8am-5pm)

To make inquiries regarding your bill.....
866/233-5330 (8am-5pm)

To obtain financial counseling or inquire about charity care....
707/428-2756 (8am-5pm)

To talk to member services or provide patient feedback.....
707/428-2712 option 1 (8am-5pm)

To get directions to any of our locations.....
707/427-4900 (option 4)

To obtain help in choosing a doctor.....
707/428-2712 option 4 (8am-5pm)

To find out about patient education classes at SRMF.....
707/436-2595 (8am-5pm)

***Did you know that you can request an appointment
ON-LINE? Go to our website at www.srmf.org***

Important things to know

On the day of your appointment:

We ask that you arrive 10 minutes before the start so that our staff can prepare you for your visit and update your personal and insurance information. We also recommend that you always carry a listing of your current medications, dose and frequency.

How to get a medication refill:

Please contact your pharmacy. They will send a request to your doctor to approve the refill. Please allow 3 business days for a routine refill request; If you are out of medication, please let the pharmacist know so that they can expedite the request process.

How to get a copy of your medical record or imaging study:

To receive copies of yours or your children's records from your previous health care provider or from SRMF, you must first sign a release of information form. These forms can be found at any of our care center locations or they can

be downloaded from our website at www.srmf.org. You may also call our Medical Legal Clerks at 707-427-6293 or 707-427-6291 to have a form mailed to you.

How to get results of your tests:

If you have had lab work or a diagnostic study (x-ray, ultrasound etc), we will notify you of normal results within two weeks by mail or telephone. Any abnormal result will be brought to your attention promptly.

How to receive “same day” care:

Please call 707-427-4900 for an appointment for same day care. You may call as early as 7am to schedule a same day appointment. We will attempt to schedule you with your PCP for same day care, but at times, you may be asked to see a colleague of your PCP for same day care. Since the clinicians of Solano Regional Medical Group practice in a group setting, all of our clinicians have access to your medical records and work closely with each other

How can I talk to an RN for advice?

Between the hours of 8am-5pm, registered nurses are available to advise you regarding your medical concerns.

Advice messages are taken by our message center representatives. An RN will return your call within the same day. To leave a message for the advice nurse.....707/427-4900

Is there care available on weekends and holidays?

*Yes, at our Sutter Fairfield Medical Campus
Sat/Sun/Holidays* – 10am-5:30pm – 2702 Low Court,
Fairfield. This is a drop in service; no appt necessary
Closed on Thanksgiving, Christmas and New Year's Day

*Physicians are on-call for emergencies 24 hours/day. They
can be reached by calling.....707/427-4900*

***Can I bring my children to my doctor's visit or to a
diagnostic imaging?***

*We highly discourage bringing children unless they are
accompanied by an adult who can supervise them in the
waiting room while you are being seen. Unsupervised
children in waiting areas can be extremely disruptive to our
sick patients. Unfortunately our staff are unable to safely
provide this type of supervision.*

If I do not speak English, how will I communicate with my clinician?

Ideally, you have chosen a clinician who is fluent in the language that you speak. However, we realize that this may not always be possible. We highly encourage you to bring a friend or family member to your visit who can interpret for you. We also have access to on-site interpreters. If necessary, we do have access to a third party telephone interpreting service so that you can communicate with your clinician. Please let us know if you will need interpreter services when scheduling your appointment.

How do I find out if your services are covered by my insurance carrier?

The best source of this information is the customer service number on the back of your insurance card; there are hundreds of health care plans available to patients and it is not possible for us to know the terms of each patient's plan. We also have a customer service representative who can help you with this. Our representative can be reached at 707/428-2756

How do I find out about patient education classes offered at SRMF?

Please call us at 707/436-2595 to find out more about our patient education classes and how to enroll.

Helpful internet sites with high quality medical information

www.srmf.org (official site of Sutter Regional Medical Foundation)

www.cdc.gov/travel/index.htm (the site for travel advice)

www.mayohealth.org (a general site with a good search tool)

<http://familydoctor.org> (lots of excellent patient “handouts”)

OUR PLEDGE TO YOU

*We are committed to providing the highest quality of
medical care
and service for you, our valued patients.*

*Our goal is to deliver excellent care at every visit for all of
our patients.*

*In order to improve our service, we will regularly be
conducting surveys
with mailed questionnaires. We appreciate your
participation in these.*

*If our service to you is excellent, please let us know. If
there are improvements
that we can make, we would also like your input
We strive to exceed your expectations!*

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